

FRANKLIN COUNTY DATA CENTER Job Posting: Infrastructure Manager

ANNUAL SALARY: \$70,786--\$92,022 **Excellent Benefits Package

SUMMARY

The Infrastructure Manager is responsible for the day-to-day management and oversight of the infrastructure team members. The Infrastructure Manager is expected to possess experience in integrating multi-technology platforms, solid communication skills, and a desire to tackle the complex problems. This will be a hands-on, working manager position supporting the Director of Computer Systems. Must be able to troubleshoot complicated server and network issues. Must be able to work in a fast-paced environment driving performance and reliability from software, infrastructure and private cloud environments. The team member must also successfully complete a 180-day probationary period.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Include the following, other duties may be assigned.

- Manage the day-to-day activities of the infrastructure team. Provide back up support to the Director of Computer Systems.
- Contribute in the architecture design, deployment and development of IT services and associated processes and procedures.
- Responsible for management, maintenance and architecture of storage, virtualized environment, physical servers, devices, and productivity tools.
- Monitor systems and identify performance issues proactively.
- Maintain and monitor all computer systems to meet the organization's current and future requirements.
- Monitor service delivery compliance to budget, quality standards and customer and business stakeholder requirements.
- Work with various vendors and service providers to ensure a productive environment.
- Resolve issues and prepare status reports.
- Professionally represent the infrastructure team as a technical consultant on projects.
- Maintain the necessary project plans and documentation of all system builds, modifications, and implementation.
- Maintain and manage current and upcoming SAN storage environment and patch management tools.
- Maintain a good working knowledge of current infrastructure and future trends.
- Preserve strong relationships with all service providers and vendors to ensure that services received meet expected requirements of contract.
- Develop, implement, and maintain policies, procedures, and associated training plans for infrastructure administration.
- Provide off hour support as needed.

SUPERVISORY RESPONSIBILITIES

Directly supervises the infrastructure team members. Provides governance, oversight, and enforcement for infrastructure best practices.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Solid technical background in a hosted services environment including infrastructure networks, hardware, virtualization environment, software and telecommunications.
- Experience with incident ticketing systems, workstation management systems and desktop imaging.
- Knowledge of Windows Server 2008/2012, Microsoft Active Directory, Exchange messaging system, SAN Storage, Backup/Restore system, SQL Server, SFTP, and Identity Management Solution.
- Ability to work with the team to improve user experience by re-architecting the existing server environment.
- Vast knowledge of disaster recovery design, test criteria, and execute the implementation plan.
- Experience configuring and managing infrastructure monitoring technologies solutions.
- Ability to identify incident trends in order to elevate incidents in accordance with standard protocols.
- Able to gather relevant information systematically to troubleshoot and resolve complex issues.
- Solid understanding of networking technologies and network monitoring techniques.
- Sound problem solving and decision making skills.
- Good attention to detail, testing and documentation.
- Knowledge of ITIL and industry best practices.
- Strong virtualization experience.
- Proven ability to work in a cloud based or hosting environment.
- Strong interpersonal communication skills.

EDUCATION and/or EXPERIENCE

- Bachelor's degree from four-year college or university with courses in computer science, application programming languages, development tools, systems analysis and systems design; or equivalent combination of education and experience.
- Minimum 5 years of leadership experience in a fast-paced environment, preferably in IT.
- Minimum 5 years of IT related experience and strong experience with Microsoft Windows Server Platforms in large data center environment.
- MCSE, and/or VCP certifications are preferred.
- Experience in EMC/Nimble SAN storage management.
- Experience configuring and managing load balancers and spam filtering tools.
- Application support experience with Windows & Cisco Services, Exchange Server, VMWare vSphere, Linux, VDI

LANGUAGE SKILLS

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions.

Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Data Center Benefits Summary:

**Medical, Vision, Life, Mental Health, Direct Deposit, Credit Union, Deferred Comp, Retirement,
Sick and Vacation Accrual, Tuition Reimbursement**

EOE

No Fees